Name of Student

Instructor Name

Subject

Date

JP Morgan

**Back ground of the company**

JP Morgan is a financial holding company which is the second largest financial services firm in the US. The primary banking services include JP Morgan chase which is present in 17 states. In 2002, the company made a major strategic decision when it outsourced a major portion of its IT services to IBM. In 2004, the deal was cancelled after only 21 months had gone by.

**IT department and my roles**

The major reason of taking back the deal with IBM was a merger with Bank one corporation in July 2004. A multisource model is expected to be followed by company as opposed to a mega deal with a single vendor. As an IT assistant, I learnt that various factors affect the decisions made by businesses in both short- and long-term time frame. All organizations operate in an environment that does affect the way in which business is undertaken. Any strategy formulated or implemented is strongly influenced by these factors. For the decisions regarding information systems, needs and wants of customers play a decisive role in defining what strategy company will undertake. As an employee, I also helped in the assessment of market and as a junior, I would have learnt the ways in which customer’s needs and wants are assessed. Information systems have become an essential part of organizations which need to excel in their respective fields. In my opinion, agreement with Bank one would help JP Morgan in covering more markets by analyzing the needs and wants of suppliers. JP Morgan has designed systems which are competent and efficient, it has successfully introduced itself in the global environment of business and technology. The IT department knows what the organization needs to achieve or goals of the business. Being a business graduate, I was most interested in determining the business value of information systems. The systems are designed in a way that people were able to use in a responsible way. I also learnt how various departments are able to apply corporate social responsibility in their own capacity. Further analysis of the IT department revealed that the organization has an information system that could help it compete in a global environment by allowing quick, accurate response by making systems which have information from all departments of the organization. The company is also able to react to the feedback by customers which is used to keep track of customer products and projects. The data should be kept in specified order so that it can be accessed and interpreted whenever required. The response of organization should be such that new ideas are brought to market quickly. I played secondary role in bringing some products of company to the market by analyzing customer data. Company shows speed, accuracy and reliability of data so that it can benefit from using it. I observed that the company changed itself very quickly as and when customers became more sophisticated. Company successfully implemented the information and tools to manipulate it. I also learnt many techniques of data mining and manipulation while working in this organization. With the passage of time, the data required by organization becomes more and more complex, giving rise to the changes to be made to organizational systems management. Complex work structures generated complex data which my seniors manipulated for organization to be used. It happened during my tenure that organization had to shift resources from one project to another because there was a clear change in the needs of customers. Organization was able to visualize the changes taking place in customer needs at one project and had the flexibility to deploy resources to that project in time. Customer service was the area where I spent most of the time and organization had a strong system of taking up relevant feedback information from the customers as well as to implement the required changes.